

REPRODUCTIVE HEALTH PROGRAM

POLICY: CHARGES, BILLING, & COLLECTIONS

Costs and Charges

- Charges will be based on a cost analysis completed annually.
- Charges will be equal to or less than the cost indicated by the analysis.
- Costs included in the analysis will be costs coded directly into the reproductive health activity code that the Family and Community Health Services Division Director and Nurse Manager consider reasonable and necessary for the operation of the program plus the allocable indirect costs.
- Charges will be periodically reviewed with the Board of Health for approval.
- Charges for all Title X related services provided to clients will vary based on the client's income per EIPH's sliding fee schedule. Other non-Title X services provided to the client may be charged at full fee.
- A schedule of discounts will be built to slide the charge amount based on the client's income.
- Charges for individuals at or below 100% of the poverty level will be zero. (Title X)
- The charges will then be slid with set points at 125%, 150%, 200% and 250% until individuals at the 250% level are paying the total calculated charge.
- The Federal Poverty Guideline Index will be applied to fees upon release by the U.S. Department of Health and Human Services (often by February).

Income Determination

- Client income determination will be completed by the intake clerical staff.
- Use "Reproductive Health Care Income Sheet" form to calculate client income. Intake clerical staff will input the income level calculated into the client management software. Note: income determinations for minors who receive confidential services are based on the income of the minor.
- If an individual in B-F categories is not able to pay and requests service fees be waived, the individual will have to be interviewed by the Family and Community Health Services Division Director or in case of his absence, the Nurse Manager. Substantiation of inability to pay may be requested. The hardship will be evaluated on a case-by-case basis. The Division Director or Nurse Manager may waive the fees based on their evaluation of the hardship.
- Client income is verified and re-evaluated at each visit.

Billing

- When a client exits, he/she will be presented a bill. This bill will show total charges less any allowable discount. Any payments made at the point of exiting will be receipted to the client before they leave.
- Third party billings will be submitted before requesting payment from the client. Responsible third parties will be billed for the full fee amount. Any remaining balance after third party payments are posted will be billed to the client based on the sliding fee schedule discounts for the individual client.



POLICY: CHARGES, BILLING, & COLLECTIONS (Continued)

Collections

- Clients are presented a copy of Eastern Idaho Public Health Financial Policy when they check in for their appointment.
- All clients will be informed of the service cost they are responsible for at the time they are exiting the office. If they are unable to pay in full, clerical staff will set up a payment plan over six months for the balance remaining.
- Clients in the sliding fee scale “A” category at the time of service will not be billed (Title X). They may make a donation at the time of service, as is the case with all other category levels. Services will not be based on the individual’s ability to make a donation in any category level.
- Clients designated as “Misty,” no notice, or less than 18 years of age with no designated responsible party noted will not be mailed a bill. They will be informed of the amount they are responsible to pay based on their own income. If they cannot pay in full at the time of service they should be encouraged to make payments without us billing them until they pay off the bill.
- Balances of \$10 or more and over 120 days with no payment in the last 30 days get sent to collections. “Misty” clients are not sent to collections.
- Client confidentiality will be maintained throughout the billing process.
- No client will be denied services for inability to pay.